

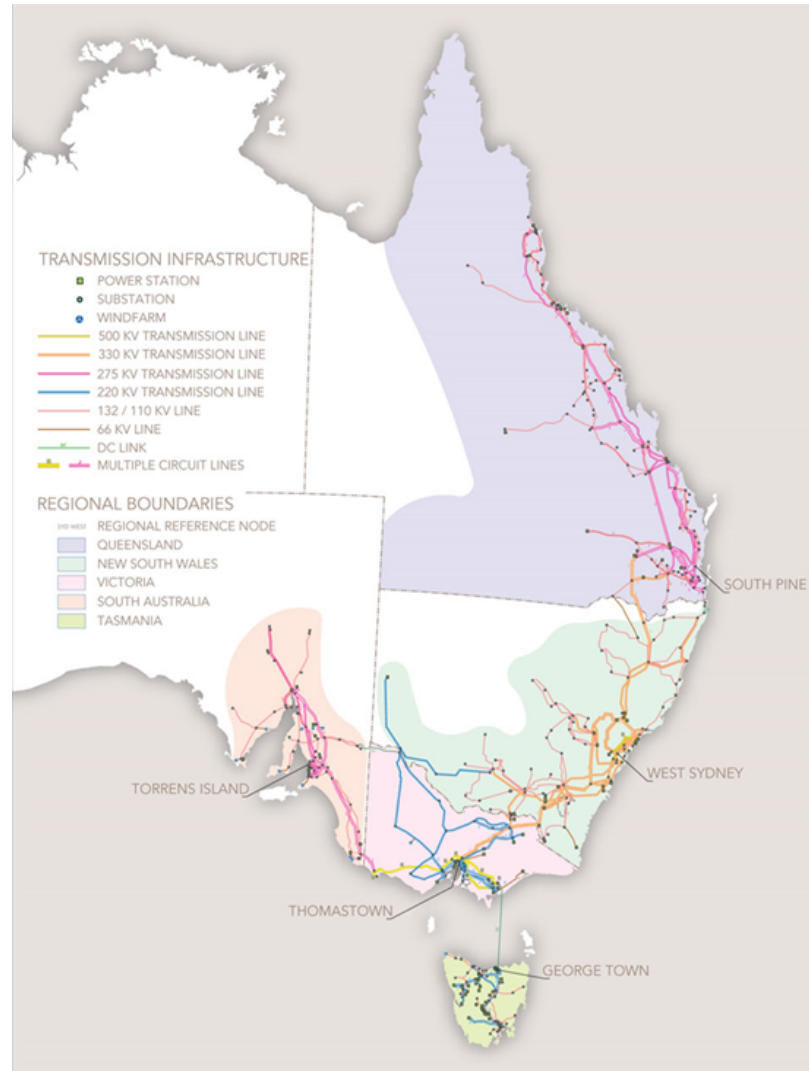
Reporting on the Australian Energy Market

Warwick Anderson, General Manager Network Finance and
Reporting

Australian Energy Regulator

- Regulate the energy market to ensure energy consumers are better off, now and in the future.
- Objectives:
 - Protect vulnerable consumers, while enabling consumers to participate in energy markets
 - Effectively regulate competitive markets through;
 - Monitoring and reporting
 - Enforcement and compliance
 - Deliver efficient regulation of monopoly infrastructure while incentivising networks to become platforms for energy services
 - Use our expertise to inform debate about Australia's energy future and support the energy transition

The National Energy Market



State of the Energy Market

- Annual report covering:
 - Wholesale electricity and gas markets
 - Transmission and distribution networks
 - Retail energy markets
- Highlights trends and issues across the industry

Figure 3

Quarterly wholesale electricity prices



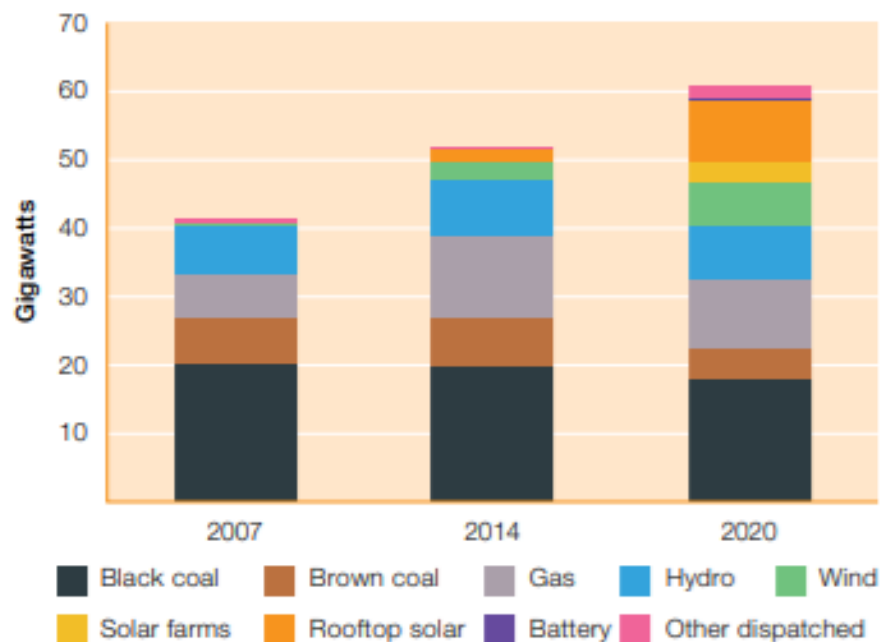
Note: Volume weighted average prices.

Source: AER; AEMO (data).

State of the Energy Market

- Biennial wholesale market performance report assessing the state of wholesale market competition
- Wholesale market quarterly report
- Wholesale markets weekly report
- Reports into high priced events (prices over \$5,000/MWh)

Figure 1.5
Generation capacity, by technology



Note: January (summer) capacity.

Source: AER; AEMO (data).

Retail performance reporting

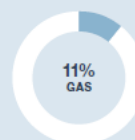
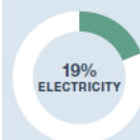
- Retail reporting;
 - Customer numbers
 - Contract types
 - Complaints
 - Energy Debt
 - Payment plans
 - Hardship programs
 - Disconnections and reconnections
- COVID-19 data

Retail market at a glance Q2 2019-20

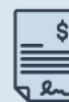
Market structure



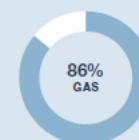
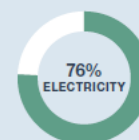
Tier 2 market share increased



Customer behaviour



Most residential customers are on market contracts



Customers on hardship programs

1.17%
ELECTRICITY

0.76%
GAS



Average hardship debt

\$1288
ELECTRICITY

\$607
GAS



Residential disconnections

12 725
ELECTRICITY

1928
GAS



Credit defaulted customers

20 835
ELECTRICITY

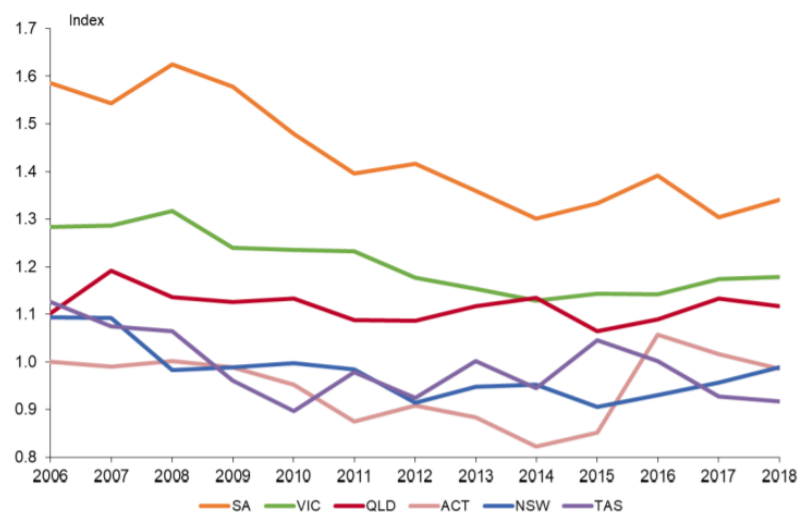
4862
GAS

Network performance reporting

Annual Benchmarking Reports

- Benchmarking reports examine the relative efficiency of network service providers including:
 - Transmission network service providers
 - Distribution network service providers

Electricity distribution productivity levels by state, 2006–18

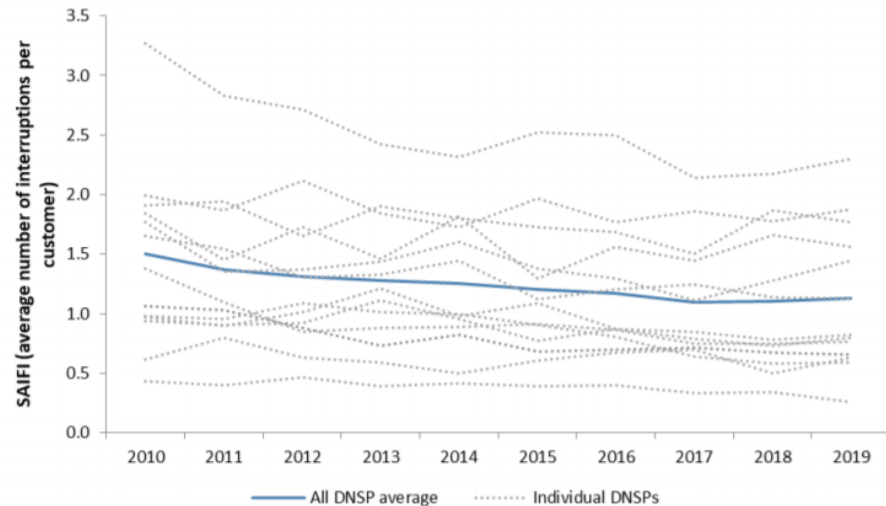


Network performance reporting

Financial and Operational Performance Reporting

- Provides analysis of key outcomes and trends in network revenues, expenditure, service quality outputs and profits.
- Upcoming reports will provide in depth analysis of critical and emerging issues

Figure 5-2 Different levels of reliability across DNSPs — SAIFI (number of interruptions per customer)



Network performance reporting

Performance Data

- The AER also publishes data including annual information submissions from regulated entities
- The AER makes this data available to increase transparency and accountability
- Providing this data facilitates deep engagement in the energy sector by data analysts



